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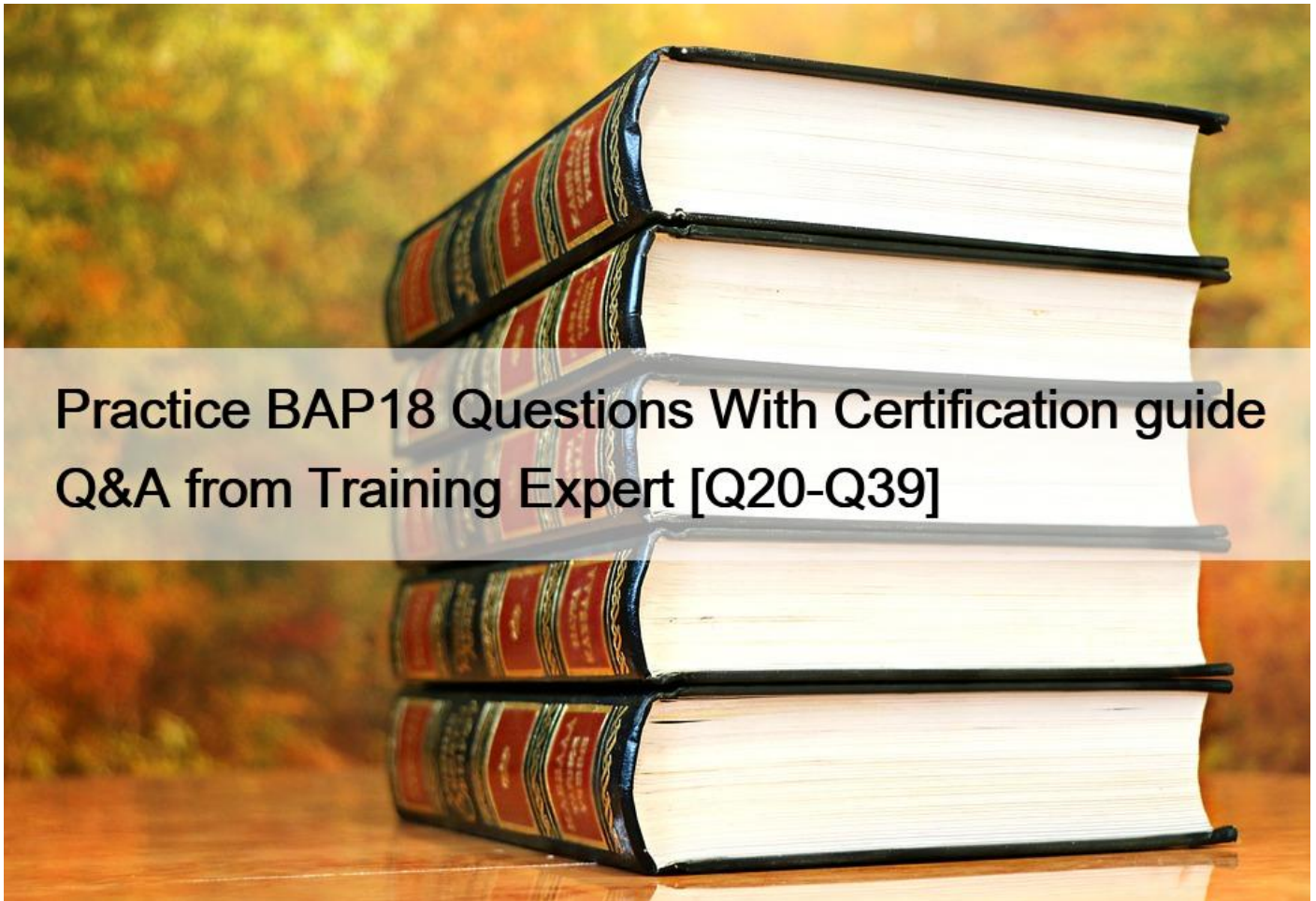

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BCS BAP18 Exam Syllabus Topics:

TopicDetailsTopic 1- Identify that there are three areas of competency for a BA- Explain the rationale for building conceptual models of a business situationTopic 2- Explain the role of the doing activities in conducting the work of the transformation- Apply the PESTLE technique to analyse the external environment of an organisationTopic 3- Explain the role of the enabling activities- Explain the rationale for taking a holistic view when investigating a business situationTopic 4- Understand how to construct a conceptual business activity model, based on a given scenario- Identify the generic stakeholder categories defined in the stakeholder wheelTopic 5- Describe stakeholders in terms of their power- influence and level of interest- Apply Porter's Five Forces technique to analyse the external environment of an organisationTopic 6- Apply the resource audit technique to analyse the internal environment of an organisation- strategic analysis and definition; business analysis; IT systems analysis

You must know BCS BAP18 Certification Program **What are Study Tips For BCS BAP18 Certification Program**

Obtain Our Overview For BCS BAP18 Certification Program

The BCS BAP18 Certification Exam is a new certification exam for the Business Continuity and Disaster Recovery (BCDR) profession. The goal of the exam is to provide a practical approach to business continuity and disaster recovery that reflects best practices in the industry by establishing two tiers of certification. This article provides an overview of the new certification, along with information on how to prepare for the exam which are also covered in our **BCS BAP18 Dumps**.

NEW QUESTION 20

EuroCoach is a holiday coach company that Is reviewing its internal business processes. The following requirement for improvement has been logged as a business rule:

'EuroCoach Is now legally responsible for ensuring that passengers taking cross-border journeys have valid passports and visas (If applicable) tor the countries to which, and through which, they will travel' Which type of business rule is this?
* Internal policy.
* Internal processed
* External requirement.
* External constraint.

NEW QUESTION 21

An airline has agreed that the following Key performance indicator (KPI) will help measure one of the airline's Critical Success Factors (CSFs) -customer service. The KPI is the percentage of customers rating our service as excellent in an independently administrator customer survey.

In the current year, the performance objective associated with KPI is 70%. The airline, therefore, aims for at least 70% of customers rating its service as excellent.

Which of the following activities in a Business Activity Model would establish whether the KPI and its associated performance objective is being achieved?
* Monitor customer satisfaction.
* Define customer satisfaction.
* Agree performance objective.
* Deliver customer service.

NEW QUESTION 22

The following planning activity has been identified in a consensus BAM for a company that makes clothes:

'P4 – Define marketing strategy'

Which of the following is an enabling activity linked to this planning activity?
* Monitor sales.
* Define sales targets
* Advertise clothes
* Sell clothes

NEW QUESTION 23

The management of a chain of hotels has decided that one of its Critical Success Factors (CSF) is to provide excellent customer

service’. The following measures have been suggested:

a) The number of customers who make use of their m-room mini bar

b) The percentage of customers who use the leisure facilities

c) The number of customers who complain.

d) The percentage of customers who join the hotel loyalty scheme

e) The percentage of customers who return

Which of these are appropriate Key Performance indicators (KPIs) for the GSF ‘provide excellent customer service?
* a, b and e.
* b. c and d.
* c. d and e
* a. c and e.

NEW QUESTION 24

Why would a Business Analyst use a consensus Business Activity Model (BAM) in gap analysis?
* To assess how tar the organisation’s current activities support the desired situation
* To identify how the organisation should structure itself to support the desired situation
* To determine which activities in the desired situation are not financially feasible
* To establish which stakeholder views will not be reflected in the desired situation

NEW QUESTION 25
* Girby, to a client called MetalCor, a manufacture of component for washing machines and fridge freezers. The management team of MetalCor need some help in understanding the problems they are experiencing with their production line. Recently. Reproduction has dipped to a record low and more parts are being return as fully.

Production line staff blame each other and the more staff Girby speaker to, the more issue she identifies. She having difficulty keeping track of the arising themes and how they relate to each other.

Which of the following would enable Girby to model the arising themes and how they relate to each other?
* Mind map
* Business activity model
* Rich picture.
* Business process model

NEW QUESTION 26

A company has decided to change one of its financial Key Performance indicators (KPIs). It has traditionally measured profit through its gross profit margin, however, it now wishes to measure It through it Return on Capital Employed (ROCE).

The following activities are on the consensus Business Activity Model (BAM) a) Take control action b) Monitor performance targets c) Define performance targets.

d) Define target customers

Which of these would the event ‘amend KPI’ affect?
* c only.
* a only.
* b, c and d.
* a. b and d.

NEW QUESTION 27

A Business Analyst and a project Manager are producing a business case for an initiative, which aims to improve the cyber defense of a large financial services provider.

They met recently to review progress, and made the following notes for the next draft:

The benefits of cyber will be describes in quantitative terms, so we will need to describe these Qualitatively.

We need to make it clear that we have fully explored the solution market, and we have considered a range of approaches to meeting the objectives of this project.

The threat posed to the organization from cyber attack, and therefore the justification for the project, needs to be clearly articulated.

Which of the following sets of elements of a business case will cover ALL of these points?
* Description of the current situation. analysis of costs and benefits, options considered
* Impact assessment, analysis of costs and benefits, recommendations
* Recommendations, risk assessment, options considered
* Description of the current situation, impact assessment, risk assessment

NEW QUESTION 28

Elizabenth is an external consultant who is helping a company streamline its process. She has not worked for this company before.

The managing director (MD) has explained that some of the line managers feel that this work is unnecessary, whilst others are concerned that their staff will be made redundant as a result of her recommendations. He is keen for Elizabeth to get an understanding Elizabeth with an of organization staff and for the involve line manager in formulating potential improvements. The MD has provided Elizabeth with an organizational chart, detailing the business areas she needs to investigate, as well as the names of the line managers involved.

To understand the concerns of operational staff and line managers, which pair of techniques SHOULD she use first?
* Document analysis and mind maps.
* Observation and scenario analysis
* Business activity modeling and fishbone diagrams.
* Interviews and rich pictures.

NEW QUESTION 29

A local council has decided to completely redesign the way it provides library lending services: it plans to stop lending books and move towards an entirety online e-book lending model Four activities to be included in the Business Activity Model (BAM) are given below:

a) Lend books

b) Establish licensing arrangements with publishers.

c) Define lending policies

d) Monitor lending usage

What will be the dependencies between these activities on the BAM?
* c – b – a – d
* d – c – a – b
* c – d – a – b
* c — a – b – d

NEW QUESTION 30

Nastya is the CEO of a large technology firm, which develops new and innnvolvative nanotechnology. Below is an email she has sent to her management team:

Dear Team,

Recent media coverage has revealed that our competitors have lower costs. It is important that we get back to our suppliers to see il they can secure a better component pnce for the next version of our NanoVac range Let's also consider the energy costs of our labs, I'm mindful that costs are rising due to investment in renewable power-1 want us to negotiate with our energy supplier to get a better deal.

I've also been reading reports on social responsibility and sustainability and I'd like a lull review of the biodegradability of the packaging of all our products- we don't want media attention for being a technology company that wastes natural resources.

Our employment regulations also need revisiting as there have been changes to pension rules and paternity/maternity rights for workers and I want us to be aware of these Finally, regarding the staff conference I want to launch a new staff development programme, which aims to identify and develop the rising stars in our business People development should be a key priority in our next annual plan.

Thanks. Nastya."

Which elements of PESTLE are identified in this email?
* Environmental, Political. Socio-Cultural.
* Economic, Environmental, Legal
* Socio-Cultural. Technological. Economic
* Political, Legal. Economic

NEW QUESTION 31

George and Laura are responsible for the marking strategy in a company vinyl records and cassette tapes online.

George feels that the company should focus its marking solely on people aged over 50, who are nostalgic for these older recording medi a. He also feels that the company should outsource all marketing activity.

Laura believes that the business should continue with its target of people aged 30-60. As this age group are particularly enthusiastic about vinyl records. She believes that marketing is one of their internal strengths and should remain in house Which specific areas of

CATWOE are they considering?
* Customer and Owner.
* Actor and Transformation
* Transformation and Environment
* Customer and Actor

NEW QUESTION 32

End users in one business area are unwilling to adopt a new finance management system (recently introduced by the innovation team), as they perceive that it is unnecessarily complicated and not useful. One of the end users in this business area has been very vocal and has been relying support from others since posting about it on the company’s intranet homepage.

The introduction finance system was initially supported by senior managers, but now users in other business area are also beginning to question whether they adopt the tool and are raising the issue with their managers.

The sponsor fully supports the decision to go ahead with the now tool and has made il very cleat to senior managers that ho expects them to support this Initiative.

Which stakeholder management strategy SHOULD be taken with the senior managers?
* Keep onside.
* Constant active management
* Watch
* Keep informed

NEW QUESTION 33

A company produces kitchens to order. Customers specify the design of the kitchen by using a computer-aided design tool, provided on the company’s website. The tool allows customers to select products, such as cabinets and cookers, and place them into a floor plan of the kitchen that they have specified.

Once the customer confirms the design, an order is placed and the customer is given a planned installation date for the kitchen. The company orders the raw materials for the kitchen and the kitchen is built by its skilled carpenters The customer can track the progress of the build on the Internet. If the kitchen Is likely to be delivered later than originally promised, a control action is taken to bring it back on schedule A Business Activity Model (BAM) developed for the company has ‘sell bespoke kitchens’ as its doing activity.

Which of the following activities would be directly linked by a logical dependency arrow to or from this doing activity?
* Track build
* Define carpentry skills
* Determine range of products.
* Take control action

NEW QUESTION 34

Part of the management summary of a business case is detailed below:

The key recommendation is that we proceed with the preferred option, a new process and a new IT system. We feel that this option is feasible. although we recognise there Is a risk of lower staff productivity while the new system Is being established ‘ Which category of costs or benefits has been described?
* Tangible costs.

* Tangible benefits
* Intangible benefits.
* Intangible costs

NEW QUESTION 35

It services has commissioned a new desktop PC replacement project that has been funded and running for three months, with a fully-engaged sponsor and programme manager appointed.

The head of IT service has not involve beyond the initial project start-up interviews and has not been invited to any of the project meetings.

position on the power/interest grid does the head of IT services currently occupy?
* High power or influence but low interest
* Some power and influence and some interest
* High power or influence and high interest
* Low power and influence but high interest.

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